

FIG. 1

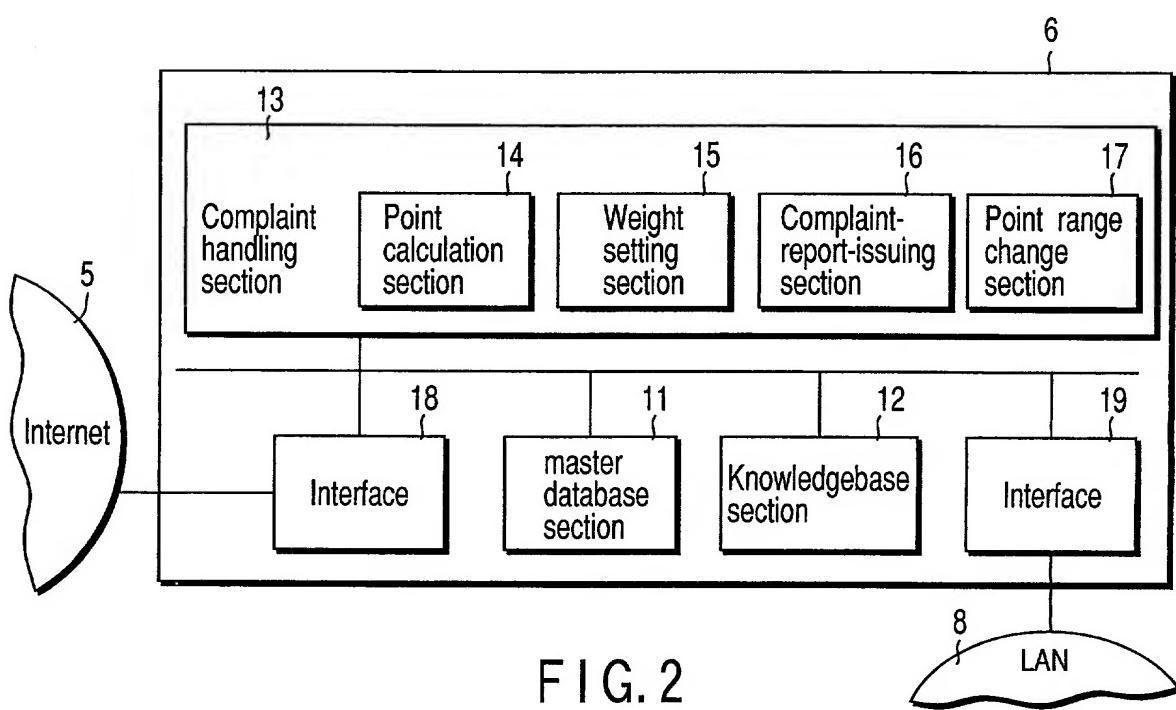


FIG. 2

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| No. | Analysis/determination item  |
|-----|--|
| 1   | Delivery situation of defective service part   |
| 2   | Machine market operation reliability of defective product  |
| 3   | Report situation to call center of the occurrence of complaints that are same as given complaint                                   |
| 4   | Identical problem situation of maintenance service information about the occurrence of complaints that are same as given complaint |
| 5   | Setup report situation about the occurrence of complaints that are same as given complaint   |
| 6   | Compensation situation of defective product  |
| 7   | Product sales situation and inventory situation of defective product for the previous month  |
| 8   | Product sales situation and inventory situation of defective product for the total period  |
| 9   | Download situation of firmware and drivers corresponding to complaint  |

FIG. 3

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| Points | Range of value X1 obtained from formula of delivery situation of service part |
|--------|---|
| 1      | $X1 \leq 49$  |
| 2      | $50 \leq X1 \leq 99$  |
| 3      | $100 \leq X1 \leq 149$  |
| 4      | $150 \leq X1 \leq 199$  |
| 5      | $200 \leq X1$   |

FIG. 4

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| Points | Range of value X2 obtained from formula of machine market operation reliability information |
|--------|---|
| 1      | $X2 \geq 100$   |
| 2      | $99 \geq X2 \geq 75$  |
| 3      | $74 \geq X2 \geq 50$  |
| 4      | $49 \geq X2 \geq 25$  |
| 5      | $24 \geq X2$  |

FIG. 5

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| Points | Range of value X3 obtained from formula of report situation to call center |
|--------|--|
| 1      | $X3 \leq 0.9$  |
| 2      | $1 \leq X3 \leq 3$   |
| 3      | $4 \leq X3 \leq 6$   |
| 4      | $7 \leq X3 \leq 10$  |
| 5      | $11 \leq X3$   |

FIG. 6

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| Points | Range of value X4 obtained from formula of identical problem situation of maintenance service |
|--------|---|
| 1      | $X4 \leq 0.9$   |
| 2      | $1 \leq X4 \leq 3$  |
| 3      | $4 \leq X4 \leq 6$  |
| 4      | $7 \leq X4 \leq 10$   |
| 5      | $11 \leq X4$  |

FIG. 7

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| Points | Range of value X5 obtain from formula of setup report situation |
|--------|---|
| 1      | $X5 \leq 2.4$   |
| 2      | $2.5 \leq X5 \leq 4.9$  |
| 3      | $5.0 \leq X5 \leq 7.4$  |
| 4      | $7.5 \leq X5 \leq 9.9$  |
| 5      | $10.0 \leq X5$  |

FIG. 8

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| Points | Range of value X6 obtained from formula of compensation situation of model |
|--------|--|
| 1      | $X6 \leq 2.4$  |
| 2      | $2.5 \leq X6 \leq 4.9$   |
| 3      | $5.0 \leq X6 \leq 7.4$   |
| 4      | $7.5 \leq X6 \leq 9.9$   |
| 5      | $10.0 \leq X6$   |

FIG. 9

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| Points | Range of value $(X7/X8)$ obtained from formula of product inventory situation of model |
|--------|--|
| 1      | $(X7/X8) \geq 100$   |
| 2      | $99 \geq (X7/X8) \geq 75$  |
| 3      | $74 \geq (X7/X8) \geq 50$  |
| 4      | $49 \geq (X7/X8) \geq 25$  |
| 5      | $24 \geq (X7/X8)$  |

FIG. 10

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| Points | Range of value X9 obtained from formula of download situation of firware and drivers corresponding to complaint |
|--------|---|
| 1      | $X9 \leq 24$  |
| 2      | $25 \leq X9 \leq 49$  |
| 3      | $50 \leq X9 \leq 74$  |
| 4      | $75 \leq X9 \leq 99$  |
| 5      | $100 \leq X9$   |

FIG. 11

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| No. | Weight setting |
|-----|----------------|
| 1   | 1              |
| 2   | 1              |
| 3   | 1              |
| 4   | 1              |
| 5   | 1              |
| 6   | 1              |
| 7   | 1              |
| 8   | 1              |
| 9   | 1              |

FIG. 12

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| Points     | Action                              |
|------------|-------------------------------------|
| 45~31      | Automatic issue of complaint report |
| 30~16      | Alarm notification of level 2       |
| 15 or less | Alarm notification of level 1       |

FIG. 13

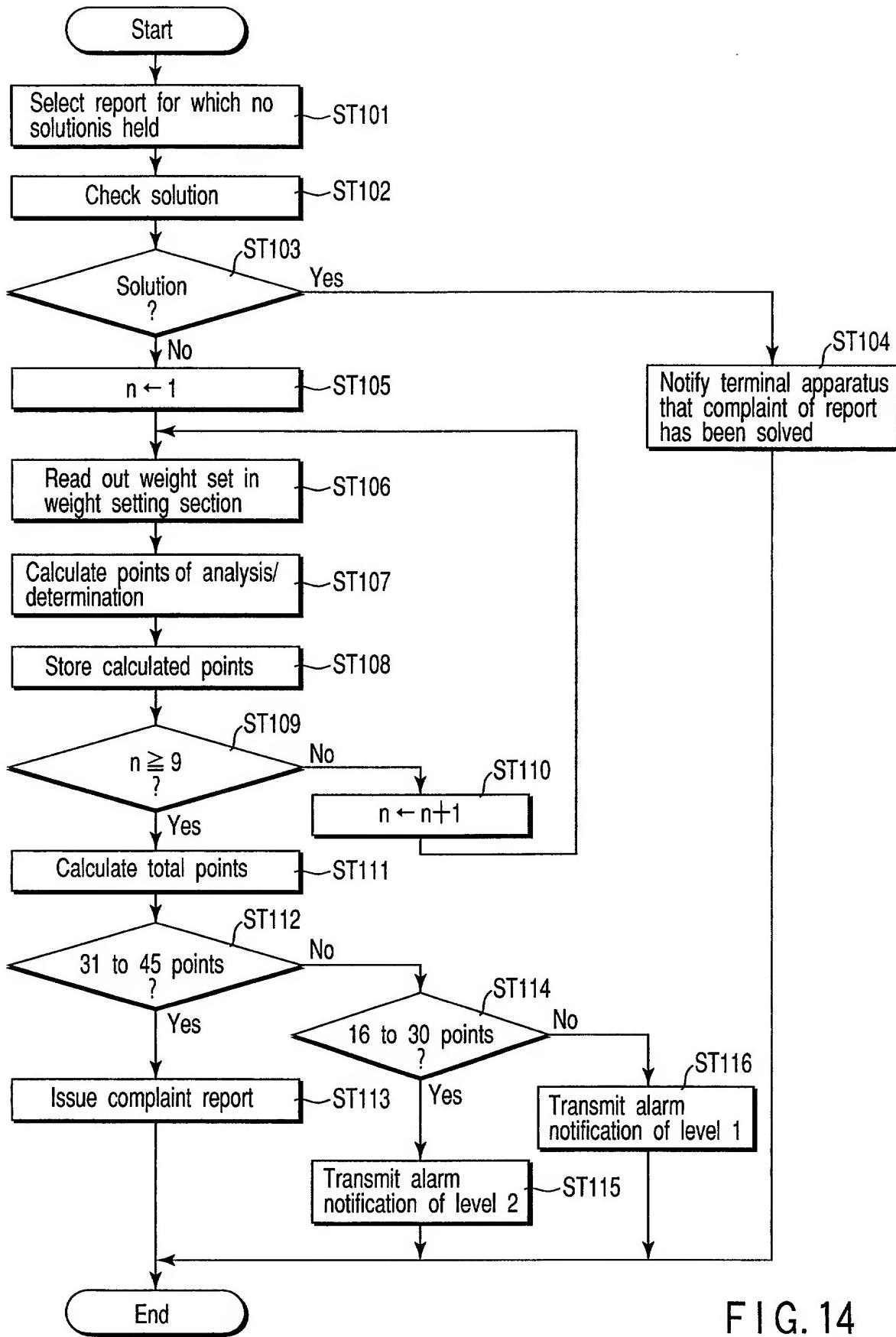


FIG. 14

a. Complaint category

Model [DP3580], Phenomenon code[P05], Unit code[U23],  
Cause code[C02], Error code[E005]

b. Complaint title

Paper jam under the drum due to breakage of the drum sensor

Cause      Location      Cause

c. Situation of occurrence

Faulty component number [part number]

Phenomenon software [software version number]

Manufacturing lot [Manufacturing factory and manufacturing number  
including production month]

Copy counter [total copy counter value]

d. Details of complaint

Faulty phenomenon, Location of occurrence/ Related unit,  
Caus, Emeygancy measure

FIG. 15